

Voltage Overload Troubleshooting

The following is a step by step procedure to determine the cause of the "voltage overload" error message. It assumes that the operator/technician has already checked for lint and ink in the deflection assy.

Step 1. Remove the deflection assembly and see if the message is still generated during a knife edge. Obviously, you will not be able to achieve adjustment...this is just to eliminate one component in the chain. If the message is still present, proceed to Step 2. If the message is no longer present, the problem lies within the deflection structure.

Step 2. Open the rear door on the carriage assembly and disconnect only the high voltage lead. Try another knife edge adjustment. If the message is still present, then proceed to Step 3. Otherwise, the problem is along the high voltage cable to the nozzle base, or within the nozzle base itself. Look for brown spots on the silicon cable. It sometimes develops a "pinhole" through which the voltage shorts out to some component or the sheet metal housing. If you find such a hole, cover it with silicon sealer and then tape it well.

Step 3. If you are still getting the Voltage Overload message, it is very likely that the board itself is either defective, or the umbilical cable to the Pixel Switch is not securely seated and the board is not able to generate its high voltage. If the problem persists or if you have any questions, please do not hesitate to contact IRIS technical support.